



GENERAL SERVICES ADMINISTRATION

[OMB Control No. 3090-0315]

[Docket No. 2020-0001; Sequence No. 6]

**Information Collection; Ombudsman Inquiry/Request
Instrument**

AGENCY: Office of Acquisition Policy, Office of the Procurement Ombudsman (OPO), General Services Administration (GSA).

ACTION: Notice and request for comments.

SUMMARY: Under the provisions of the Paperwork Reduction Act, the Regulatory Secretariat Division will be submitting to the OMB a request to review and approve a renewal to an existing information collection requirement regarding OMB Control No: 3090-0315; Ombudsman Inquiry/Request Instrument.

DATES: Submit comments on or before **[Insert date 60 days after date of publication in the *Federal Register*]**.

ADDRESSES: Submit comments regarding this collection through <http://www.regulations.gov> and follow the instructions on the site. This website provides the ability to type short comments directly into the comment field or attach a file for lengthier comments. If there are difficulties submitting comments, contact the GSA

Regulatory Secretariat Division at 202-501-4755 or
GSARegSec@gsa.gov.

Instructions: Please submit comments only and cite Information Collection 3090-315; Ombudsman Inquiry/Request Instrument, in all correspondence related to this collection. Comments received generally will be posted without change to *http://www.regulations.gov*, including any personal and/or business confidential information provided. To confirm receipt of your comment(s), please check *www.regulations.gov*, approximately two-to-three days after submission to verify posting.

FOR FURTHER INFORMATION CONTACT: Maria Swaby, GSA Procurement Ombudsman & Industry Liaison, at telephone 202-208-0291, or *maria.swaby@gsa.gov*.

SUPPLEMENTARY INFORMATION:

A. Purpose

OPO wants to place an online intake Instrument on the GSA Ombudsman's webpage for receiving inquiries from vendors who are currently doing business with, or interested in doing business with GSA. The inquiries will be collected by the GSA Ombudsman and routed to the appropriate office for resolution and/or implementation in the case of recommendations for process or program improvements. Reporting of the data collected will help

highlight thematic issues that vendors encounter with GSA acquisition programs, processes or policies, and identify areas where training is needed. The information collected will also assist in identifying and analyzing patterns and trends to help improve efficiencies and lead to improvements in current practices.

B. Annual Reporting Burden

Maximum Potential Respondents: 118.

Responses Per Respondent: 1.

Total Maximum Potential Annual Responses: 118.

Hours Per Response: .25.

Total Burden Hours: 29.5.

C. Public Comments:

Public comments are particularly invited on: Whether this collection of information is necessary, whether it will have practical utility; whether our estimate of the public burden of this collection of information is accurate, and based on valid assumptions and methodology; ways to enhance the quality, utility, and clarity of the information to be collected; and ways in which we can minimize the burden of the collection of information on those who are to respond, through the use of appropriate technological collection techniques or other forms of information technology.

OBTAINING COPIES: Requesters may obtain a copy of the information collection documents from the GSA Regulatory Secretariat Division by calling 202-501-4755 or emailing GSAREgSec@gsa.gov. Please cite OMB Control No. 3090-0315, Ombudsman Inquiry/Request Instrument, in all correspondence.

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Billing Code: 6820-61

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